

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin, and click the examination link.*****

Training and Experience Evaluation

Nursing Consultant, Program Review

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Instructions:

Rate your experience in relation to specific statements.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you pick the statement from the drop-down menu that applies to your level of competency

Exam items

1. Recommending improvements (e.g., process improvement plans, standards, policies, procedures) and revisions in nursing standards, policies, and procedures to ensure clinical compliance.
2. Providing subject matter expertise regarding cases of nursing practice (e.g., departures from standards, adherence to the scope of practice as defined by law, and patient safety related issues).
3. Assisting program managers with compliance reviews of programs and policy requirements to ensure the programs and policies comply with State and local regulations.
4. Assisting in development of quality measures for health care programs to quantify health care processes, outcomes, and effective patient care.
5. Supporting program implementation of initiatives at the facility level (e.g., electronic health record, complete care model, emergency medical response, infection control, quality improvement projects, nursing components of related programs, standards, policies, procedures) to improve health care quality.
6. Participating as a subject matter expert in the performance of health care audits (e.g., nursing professional practice, standards of care, health care services delivery system) to identify deficiencies using specific methodology.
7. Validating nursing competency (e.g., emergency response, urgent and routine nursing assessment, pain management, wound care, care management of high-risk patients with chronic diseases, nursing crisis intervention of high risk homicidal and suicidal patients) to ensure nurses are performing their duties correctly.
8. Coordinating the preparation, presentation, and communication of work-related information to ensure health care services leadership has necessary information.
9. Consulting with internal and external stakeholders to plan, develop, implement, evaluate, and monitor nursing services programs, projects, policies, and standards.
10. Providing technical assistance in the development of strategies to improve compliance and the quality of patient care.

11. Providing guidance to nursing leadership in developing outcome measures and establishing on-going monitoring to identify problems and recommend corrective action.
12. Reporting to nursing leadership regarding a facility's deficiencies, progress, work processes, performance management issues, and training needs to recommend opportunities for improvement.
13. Reviewing nursing services operations and nursing practice clinical care (e.g., unit/ward management, the nursing care of clients/patients, nursing techniques and procedures) to ensure that patients receive proper care and ensure compliance with established standards.
14. Performing audits (e.g., root cause analyses and health care inquiries) to assess appropriate health care delivery, continuous quality improvement initiatives, or adjudication of health care grievance appeals.
15. Conducting clinical reviews of medical records and health care database content in order to ensure patients receive proper care that follows established standards.
16. Planning programs (e.g., nursing components of related programs) for departmental implementation to provide quality health care.
17. Implementing quality improvement plans related to public health programs, medical and mental health programs, policies, procedures, training, and/or practice standards for nursing programs to ensure quality patient care.
18. Evaluating and guiding care services at the population level (e.g., participation in population management working sessions, evaluation of the service delivery model, and using patient registries and dashboards) to ensure quality patient care.
19. Preparing various written documents (e.g., memos, letters, reports, plans, audit findings) in a concise manner to submit to nursing leadership and share with other stakeholders.
20. Documenting the clinical review process to analyze relevant information.
21. Participating in workgroups and committees to develop policies and procedures in order to enhance access and delivery of health care services while ensuring the overall safety and security of the facility.
22. Evaluating forms and documentation tools (e.g., discharge summaries, nursing forms, health care forms) to ensure accurate and comprehensive documentation of patient care.
23. Conducting meetings with staff to promote effective lines of communication and share information that is necessary for the efficient operation of the work unit.
24. Interpreting professional nursing association standards, departmental policies, State laws and regulations (e.g., governing health care nursing practices,

nationally-based/evidence-based practices in nursing care and healthcare, CA code regulations, applicable court decisions) to promote compliance.

25. Researching and implementing current evidence-based practice and standards of care in medical and/or mental health treatment to promote effective and up-to-date nursing care.